




	Grant Administration and Payment System	Datamarts	SFA-PIN	Common Origination and Disbursement	National Student Loan Data System		Common Origination and Disbursement	Direct Loans Servicing System		Direct Loans Servicing System (eServicing)	Direct Loans Consolidations	Consistent Answers	Datamarts				Debt Management and Collection System	Federal Family Education Loan	E-Application To Participate	ED-Express	EDNET	Electronic Records Management	Financial Management System
SFA - Single Sign-on	GAPS	Financial Partners	CPS (Central Processing System) - Students	COD	NSLDS-FAP	NSLDS-Student	Pell/RFMS	DLOS-FAPs	DLSS - Non-Student	eServicing Initiative: Direct Loans Servicing System	DLCS - Non Student	Consistent Answers	Credit Management	Delinquent Loans	CFO	DMCS	FFEL	E-App	ED-Express	EDNET	ERM	FMS	
Data Collection Status	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Partial	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Adding feedback	Added 2/15/2021	Complete	Complete
General	Request payments and access to current grant and payment data		View SAR data, Check batch status, Make RAD requests, Request renewal application duplicate, PIN requests	Common Origination and Disbursement	Reporting and other services	Reporting and other services	Pell originations & disbursements (net 12/02)	DL originations and disbursements	Direct Loan payments, servicing	User: Direct Loan Servicing (eServicing)	Direct Loan Consolidations	Customer Call Center (CSFY02)					Federal Family Education Loan		Communications of school data to SFA	ED Internal wide area network	Submissions	Financial Management System	
Contacts																							
ITP contact	Sandra Fowler	Mike Bruce	Robert Laurence	Colleen Kennedy	Sandra Fowler	Sandra Fowler	Colleen Kennedy	Colleen Kennedy	Robert Laurence	Robert Laurence	Robert Laurence	Colleen Kennedy	Mike Bruce	Mike Bruce	Mike Bruce	Robert Laurence	Robert Laurence	Colleen Kennedy	Mike Bruce			Mike Bruce	Michele Salvage
Business Process	Grants Management			Direct & Pell loan origination and disbursement			Pell originations & disbursements	Direct loan origination			Direct Loan consolidations	Call center/customers											
Business Owner	Jack Martin, CFED	John Reeves	Jennifer Douglas	Kay Jacks 202-377-4286				Kay Jacks 202-377-4286	Kay Jacks 202-377-4286				Kay Jacks 202-377-4286	Jennifer Douglas	Jennifer Douglas	Jim Lynch	Jennifer Douglas	Jennifer Douglas	Kay Jacks	Kay Jacks		Kay Jacks	Jim Lynch
System Owner	Danny Harris, 202-401-0896	Anna Allen, (202) 377-3312		Kay Jacks 202-377-4286			Kay Jacks 202-377-4286	Kay Jacks 202-377-4286	Jennifer Douglas (202) 377-3201	Dan Hayward (202) 377-3207	Denise Lefeste, (202) 377-3293	Kay Jacks 202-377-4286	David Pappone 202-377-3483	Gary Hopkins, 202-377-3208	Anna Allen 202-377-3312			Rana O'Brien 202-377-4312			Cheryl Queen, 202-377-3526	Paul Stonner, (202) 377-3494	
System Manager (SM)	Tony Wood 202-401-1475	Anna Allen, 202-377-3312	Jeanne Saunders, (202) 377-3246	Sandy Whitnire 202-377-3136	Lynn Alexander, (202) 377-3546	Barbara Cobbs, 202-377-3555	Karen Sefton, (202) 377-3111	Rosemary Beavers, (202) 377-3126	Dan Hayward (202) 377-3207	Dan Hayward, (202) 377-3207	Denise Lefeste, (202) 377-3293	None ?	Scott Smith, 202-377-3279	Scott Smith, 202-377-3279	David Pappone 202-377-3483	Brian Sullivan 202-377-3254	Anna Allen 202-377-3312				Len Matheny	Shirley Singleton, (202) 377-3491	
System Security officer (SSO)	Roger Goodson 202-401-0108	Willie Sutton 202-377-3320	Yvonne Somerville, 202-377-3247	Ellis Williams, 202-377-3048	Barbara Cobbs, 202-377-3555	Lynn Alexander, (202) 377-3546	Theresa Vaughan, 202-377-3103	Donnell Dorsey, 202-377-3131	Schonda Piper (202) 377-3275	Schonda Piper, 202-377-3275	Yvette Payne, (202) 377-3295	Michaelyn Midantzi 202-377-4238	Schonda Piper, 202-377-3275	Russel Young, 202-377-3402	David Yang 202-377-3256	David Yang 202-377-3256					Paulette Jones	Ada Ruth McIntyre, (202) 377-3318	
1. Identification and Authentication																							
Username	GAPS Userid	EDNet user ID	SSN + First two letters of last name + Date of birth	COD Login	NSLDS Userid	SSN + First two letters of last name + Date of birth	Pell ID, TG (TIVWAN) Number	DLO Login ID	DLSS Login	DLSS Username	DLCS login ID OR SSN+first two letter FN+DOB	Employees - TBD; Students - SSN (under review)	EDNet user ID	EDNet user ID	EDNet user ID	DMCS/FFEL Username	DMCS/FFEL Username	OPE ID + TIN (taxpayer identification number)			ERM Username	FMS Username	
Minimum length	1	2	9 numeric+2alphanumeric+8 numeric	8		19 numeric+2alphanumeric+8numeric	ID-6, TG: 7		IBM (System level): 3 Alphanumeric IBM (Application Level FARS): 4 Alphanumeric OpenMVS (System level): 3 Alphanumeric On-Line (Processor Code): 4 Numeric	1 character	5	9	2	2	2	3	3	OPEID - 8 digits; TIN - 9 digits			none	No minimum length configurable	
Maximum length	unlimited (256 character ?)	256	9	8	unlimited (256 character)	19	ID-6, TG: 7		IBM (System level): 8 Alphanumeric IBM (Application Level FARS): 4 Alphanumeric OpenMVS (System level): 4 Alphanumeric On-Line (Processor Code): 4 Numeric	No limit	8	9	256	256	256	7	7	n.a.			20 characters	No maximum length configurable	
Syntax rules	Convention, principle office followed by user's first initial and lastname	Two Letter Office Code + first initial of first name +last name	Must not be empty, 9 characters long	First two letters of FN + First four letters of LN + Last two numbers of school OPEID number		Must not be empty, 9 characters long	ID: Only digits, TG: TG[5]6+4 digits	3 login attempts until lockout	IBM (System level): Alphanumeric IBM (Application Level FARS): Alphanumeric OpenMVS (System level): Alphanumeric On-Line (Processor Code): Numeric	Must not be blank	alphanumeric, first letter of first name, up to 5 letters of last name and 2 numeric characters	to be determined	Two Letter Office Code + first initial of first name +last name	Two Letter Office Code + first initial of first name +last name	Two Letter Office Code + first initial of first name +last name	Must not be blank, No special characters	Must not be blank, No special characters	OPE ID never changes for an institution; TIN may change. PEPS stores prior TINs			20 upper or lowercase characters except the following: " \ : ; ! , - * + ' ? > " A user name cannot consist solely of periods and spaces	First name initial + last name. Some still have "ED" in front.	
Password/PIN/other	GAPS Password	FP Datamart Password	SFA-PIN	COD Password	NSLDS Password	SFA-PIN	RFMS Password	DLOS Password	DLSS Password	DLSS Password	DLCS Password OR SFA PIN	Employees - TBD; Students - PIN (under review)	CM Datamart Password	Del Loan Datamart Password	CFO Datamart Password	DMCS/FFEL Password	DMCS/FFEL Password	None			ERM Password	FMS Password	
Lifetime	90 days	Password must be reset for initial use, thereafter, every 90 days	Expire after 6 months of inactivity; else valid indefinitely	90-days, users sent message to change password	120 days	Expire after 6 months of inactivity; else valid indefinitely	90-day reauthenticate with TIVWAN ID and Password		IBM (System Level): 30 days IBM (Applications Level FARS): 30 days OpenMVS VAX: 30days LAN (UPIC): No expiration LAN (RSSC): 30 days	Siebel (i.e. Oracle) Passwords do not expire; NT Password will expire every 30 days (administered by AFSA)	30 days	Lifetime of user, does not change	Password must be reset for initial use, thereafter, every 90 days	Password must be reset for initial use, thereafter, every 90 days	Password must be reset for initial use, thereafter, every 90 days	Expires after 6 month of inactivity	Expires after 6 month of inactivity	n.a.			Never Expires	30 days (Some still 60 or 90 days). If user is inactive for 30 days, account is locked.	
Minimum length	8	1 character	4	8		4	4	4	IBM (System level): 6 Alphanumeric IBM (Application Level FARS): 5 Alphanumeric OpenMVS (System level): (?) Alphanumeric On-Line (Processor Code): 6 Numeric	1	8	4	1 character	1 character	1 character	5	5	n.a.			5	Configurable, 5	
Maximum length	15	none defined	6	8	19	6	15		IBM (System level): 6 Alphanumeric IBM (Application Level FARS): 5 Alphanumeric OpenMVS (System level): (?) Alphanumeric On-Line (Processor Code): (?) Numeric	No limit	8	6	none defined	none defined	none defined	8	8	n.a.			14	Not configurable	
Syntax rules	Must contain: upper case, lower case, 1 numeric and 1 special character	May not be blank, alphanumeric characters, spaces OK	Must not be blank, must be digits	6 alpha characters and 2 numeric characters	Stored in RACF	Must not be blank, must be digits	4-15 alphanumeric		IBM (System level): Alphanumeric, no double characters IBM (Application Level FARS): 5 Alphanumeric OpenMVS (System level): (?) Alphanumeric On-Line (Processor Code): (?) Numeric In the event that a user attempts to log in three consecutive times with an incorrect password, the access to the system is automatically revoked.	Must not be blank	numeric	numeric	May not be blank, alphanumeric characters, spaces OK	May not be blank, alphanumeric characters, spaces OK	May not be blank, alphanumeric characters, spaces OK	Must be not blank, No special characters	Must be not blank, No special characters	n.a.			14 upper or lowercase characters except the following: " \ : ; ! , - * + ' ? > " A user name cannot consist solely of periods and spaces	No	
Previous passwords stored	5	Not enforced	No	Yes, Past 3		No	Yes, the last 2		Yes, Password Reuse rules: IBM: Cannot use 5 previous passwords; OpenMVS VAX: Cannot use previous passwords for up to 1 year	No	Yes, last 3	No, user keeps same PIN unless a new entity is created	Not enforced	Not enforced	Not enforced	Yes	Yes	PEPS stores prior TINs			No	No	
System where credentials are stored	Oracle DB	MicroStrategy repository	SFA-PIN site	Oracle database at TSYS	RACF R4 (2.2) on NSLDS mainframe, VSAM files	SFA-PIN site	Pell - SQL Server 6.5 Database for ID/Authentication, RFMS - RACF 2.4 VSAM repository for roles	Informix DBMS	Siebel (i.e. Oracle) and NT Server	User file with one-way (Hash) encryption, secured by CA - Unicenter TNG Security Subsystem. Unix Password file not shadowed.	Consistent Answer user store (oracle); SFA PIN database	MicroStrategy repository	MicroStrategy repository	MicroStrategy repository	RACF	RACF	eApp/PEPS				Oracle Financial (Application table)		
General			PIN not retrievable			PIN not retrievable																Length of password is limited by field length	
Guest accounts	No	No, SFA user have separate user ids, GA/Lender use group ids	No	No	No	No	No	No	No	No	No	No	No	No	No, SFA user have separate user ids, GA/Lender use group ids	Yes	Yes	Maybe, Trainer ids available to allow demo of the site, but these ids do not access real data			No	No	
Disable when inactive	Yes	Yes, after 60 minutes	Yes, after 6 month	Yes, manually by System Administrator (global) or School Administrator (restricted to school)	RACF allows three failed login attempts before account blocked	Yes, after 6 month	After 90 days		Yes, after ??? months of inactivity	Plans are to follow current AFSA NT administration policies for NT account inactivity. Siebel ids are disabled manually by the administrator.	Yes, after 30 days (?)	??	Yes, after 60 minutes	Yes, after 60 minutes	Yes, after 60 minutes	Yes, after 15-30 minutes session timeout and	Yes, after 15-30 minutes session timeout and	Yes, E-App uses the Oracle Listener File in PEPS to grant access. Users removed when PEPS updates this file with closed schools			Yes, when administrator notified	Yes, 30 days	


	Grant Administration and Payment System	Datamarts	SFA-PIN	Common Origination and Disbursement	National Student Loan Data System		Common Origination and Disbursement		Direct Loans Servicing System		Direct Loans Servicing System (eServicing)	Direct Loans Consolidations	Consistent Answers	Datamarts				Debt Management and Collection System	Federal Family Education Loan	E-Application To Participate	ED-Express	EDNET	Electronic Records Management	Financial Management System
SFA - Single Sign-on	GAPS	Financial Partners	CPS (Central Processing System) - Students	COO	NSLDS-FAP	NSLDS-Student	Pell/RFMS	DLOS-FAPs	DLSS - Non-Student	eServicing Initiative: Direct Loans Servicing System	DLCS - Non Student	Consistent Answers	Credit Management	Delinquent Loans	CFO	DMCS	FFEL	E-App	ED-Express	EDNET	ERM	FMS		
Credential data elements	Username + Password	EDNet user ID and password		Username + Password	Username and Password validated in RACF	Username, PIN (Username consists of SSN, DOB, LN)	User ID and password (and TG for schools)		UserID, Password	Credentials (i.e., data elements) used for login: NT User Id NT Password Phone Id (switch Logon) Siebel User Id Siebel Password DLSS Processor Code	Username, Password, SFA PIN		EDNet user ID and password	EDNet user ID and password	EDNet user ID and password	User ID and password	User ID and password	OPE ID + TIN			UserID provided to user by ED	Username (First name Initial + Last name), Password		
Single or multiple logons for one user	Single	Single	Single	One	Single	Single	Pell ID and TIVWAN ID have many-to-many relationship		Multiple, to keep DBA functions separate from normal programmer support trouble shooting Production Applications problems.	Multiple logins for a user	Single	Single	Single	Single	Single	Single	Single	Single	Single		Single	Single (Multiple Roles for 1 UserID possible)		
Different credentials for user groups	No	No	No	No	TIVWAN registration provides roles within system	No	Yes	Same access credentials for all. Valid user roles are: - AFAO, CAFAO, GAM, CSR, SFAO, TIPS, Dept User, Super User	- Customer Service Representatives - SFA Staff - Development Programmers - Production Control - Systems Analyst	No	Yes	to be determined; based on Siebel capability	No	No	No	Yes	Yes	No, Schools only			One users can be assigned multiple groups	No		
Encryption of credentials	?	Yes	Yes, two-way	Yes, 2-way	Passwords encrypted in RACF; No encryption server to mainframe communication	Yes, two-way	SSL 128-bit for communications	SSL 128-bit for communications	Yes, credentials are stored in an encrypted state.	No	Yes, one-way (Hash)	1-way	Yes	Yes	Yes	Yes	Yes	No			NT default encryption	Yes, One-way (Hash)		
Comments		No Audit trails		SSL browser session, Logs to record user activity	Communications: internal via EDNET; external via Internet; 128-bit SSL encryption on Internet; FAP web server passes credentials to RACF for authentication		Communications: Pell - NT/SNA 4.0, CA-Combridge 4.1x; NT Security RFMS- TCP/IP 2.4, CICS 4.1	Communications: HP- TCP/IP, Middleware: CA- Unicenter TNG EvenWorkload Mgmt 2.1; Security: Unicenter TNG 2.1	Other Login Considerations: - The UserID/Processor Code is embedded into DLSS systems security and applications code for better security and auditability. Levels of Security: - VDC System Security (level 1) - Divided into two components: Top Secret on the IBM mainframe; and, the RCC Open/MS VAX security on the VAX system. Application Security (level 2) - After a user successfully logs on through the VDC system security, the application systems security (level 3) provides additional control over accesses to the application. The application's security module mediates user identification and authentication. - Transaction Processing Extended Security System (Level 3) - Provides control over individual user's access after the user is authorized to a specific system screen provided through the online security system's transaction access rules assignment function. This extended security function limits the users access to data related to a specific system screen function.	Oracle passwords are encrypted at the server, such that users cannot open Oracle connections through another development tool (i.e. MS Access). User groups include: - Customer Service Representatives, SFA Staff, Development Programmers, Production Control, Systems Analyst	Audit trail	Centralized user admin at VDC	No Audit trails	No Audit trails	No Audit trails	E-App is a feeder system with data stored in PEPS. Schools recently once every 6 years. Schools use eApp to update their PEPS information as needed								
2. User Management																								
User Data	EDCAPS enrollment collection of user data	FP Datamart enrollment collection of user data	SFA self service PIN web site	COO enrollment collection of user data	SAIG online agreement collection of user data	SFA self service PIN web site	SAIG online agreement collection of user data	Direct Loan enrollment collection of user data	User Administrators create accounts manually. CSRs do not have access to change, add or modify users.	Direct Loan enrollment collection of user data	Siebel collection of user data by VDC System Administrator based on valid enrollment form	CM Datamart enrollment collection of user data	Del Loan Datamart enrollment collection of user data	CFO Datamart enrollment collection of user data	DMCS enrollment collection of user data	DMCS enrollment collection of user data	FFEL Logon Request - LN, FN, MI, Telephone, Position/Title, Use Generic Profile y/n, Region, ED Group, Action, Clearance Submit Date, SSN, Collection Agency Code, Requirements, RACF Classification, First Menu, CICS Transactions Required/Access type	FFEL Logon Request - LN, FN, MI, Telephone, Position/Title, Use Generic Profile y/n, Region, ED Group, Action, Clearance Submit Date, SSN, Collection Agency Code, Requirements, RACF Classification, First Menu, CICS Transactions Required/Access type	PEPS data/application by school	User ID's are created by Dept. of ED and added to system by System Security Admin	VDC Mid Range; FMS Registration	Oracle Financials enrollment collection of user data		
User data elements		VDC Mid Range	SFA-PIN	COO User Data process - COO Letter, User information, school administrator sets up school users; VDC Mid Range	Probationary NSLDS - LN, FN, MI, Business Address, Bus Telephone, Email Address, SSN, Mother's Maiden name, DOB, ED Loan Status, RACF Profile User NSLDS - Current NSLDS ID, Current FFEL ID, LN, FN, MI, Title, Bus Address, Bus Telephone, SSN, Mothers Maiden Name, DOB, Principal Operating Component	SFA-PIN - SSN, LN, FN, MI, DOB, Street Address, City, State, ZIP, email address, security pass-phrase	RFMS - LN, FN, MI, Former Name, SSN, Bldg, Room, Phone, Requesting POC, User Signature/date, Supervisor Name, Supervisor Signature/date, User, ED Clearance, UserIDs and Access Options, Security Profiles/RACF Access Codes	VDC Mid Range - Name, Just 4 SSN digits, Current UserID, Phone, Task description, SSN, Application Name (VDC, SFA), VDC System name, Prod Level, Access Type (User/Developer/DBA), System Type, Comments (e.g., group name)	VDC Mid Range	VDC Mid Range	VDC Mid Range	VDC Mid Range	VDC Mid Range	VDC Mid Range	VDC Mid Range	FFEL Logon Request - LN, FN, MI, Telephone, Position/Title, Use Generic Profile y/n, Region, ED Group, Action, Clearance Submit Date, SSN, Collection Agency Code, Requirements, RACF Classification, First Menu, CICS Transactions Required/Access type	FFEL Logon Request - LN, FN, MI, Telephone, Position/Title, Use Generic Profile y/n, Region, ED Group, Action, Clearance Submit Date, SSN, Collection Agency Code, Requirements, RACF Classification, First Menu, CICS Transactions Required/Access type	PEPS data/application by school	User ID's are created by Dept. of ED and added to system by System Security Admin	VDC Mid Range; FMS Registration				
Username creation automated	No, manually created	Yes	Yes	No, manually created		Yes	VDC determines username	user account and password management part of LO Online web application	The Security Administrator assigns Usernames	The Security Administrator assigns Usernames	No, manually created based on rules	Students - SFA-PIN Site	Yes	Yes	Yes	No, Sysadmin assignees username	No, Sysadmin assignees username	System generated as part of school eligibility determination			Manual, generated by system administrator	No (Prod support team creates account)		
System generates initial Password	No	No	Yes, but changeable	Yes	Initial Password provided to user	Yes, but changeable	No, user provides temp password		The Security Administrator assigns the initial password	Security Administrator assigns the initial password for Siebel. Yes for NT.	No, assigned by SSO	to be determined	No	No	No	Yes	Yes	TIN not system generated			No	No		
User is forced to change initial Password	Yes	Yes	No, mail via USPS to recipient	Yes	User changes on website; update processed manually into RACF	No, mail via USPS to recipient	Yes		Yes	No for Siebel, Yes for NT.	Yes	Students - No, SFA-PIN	Yes	Yes	Yes	Yes	Yes	No			Yes	Yes		
User Revocation																								
Average time before removal	Removed as soon as practical	Immediate	Immediately	As requested, within minutes by administrator		Immediately	<24H		One day	Immediately	to be determined	Immediate	Immediate	Immediate	less than 72 hours	less than 72 hours	Within 24 hours				1 day from time of notification to system security administrator	Immediately		
Manual or automated	Manually	Manual	?	Manual administration	Manual from RACF	?	Semi-automatically		The Security Administrator also has the ability to remove a user from the system manually (i.e., when a compromise is suspected).	Manual. Security Administrator also has the ability to remove a user from the system manually (i.e., when a compromise is suspected).	Both (3 attempts to login with wrong password - locks account)	to be determined	Manual	Manual	Manual	Manual	Manual	Manual	Manual		Manual	Manually		
General																								
User groups, where stored	Oracle DB	User Profile Repository	PIN DB (Oracle DB housed at VDC)	COD Roles - Ref. 1.0 4 School level, 1 School Administrator; Ref 1.1 26 School levels. Roles and credentials in TSYS Oracle DEMS	RACF	PIN DB (Oracle DB housed at VDC)	RACF		- User groups and identities are stored on the Alpha 8400 housed in the ACS Rockville Computer Center, and for FARS on the VDC IBM mainframe (Due to be retired by June, 2002).	Oracle database. User groups and identities are stored on the Alpha 8400 housed in the ACS Rockville Computer Center, and for FARS on the VDC IBM mainframe (Due to be retired by June, 2002).	In user file , Unix password file not shadowed	Consistent Answers repository	User Profile Repository	User Profile Repository	User Profile Repository	VDC houses them	VDC houses them	PEPS and Oracle Listener File stores OPEID and TIN			NT Primary Domain Controller	Oracle DB		


	Grant Administration and Payment System	Datamarts	SFA-PIN	Common Origination and Disbursement	National Student Loan Data System		Common Origination and Disbursement	Direct Loans Servicing System		Direct Loans Servicing System (eServicing)	Direct Loans Consolidations	Consistent Answers	Datamarts			Debt Management and Collection System	Federal Family Education Loan	E-Application To Participate	ED-Express	EDNET	Electronic Records Management	Financial Management System
SFA - Single Sign-on	GAPS	Financial Partner	CPS (Central Processing System) - Students	COO	NSLDS-FAP	NSLDS-Student	Pell/RFMS	DLOS-FAPs	DLSS - Non-Student	eServicing Initiative: Direct Loans Servicing System	DLCS - Non Student	Consistent Answers	Credit Management	Delinquent Loans	CFO	DMCS	FFEL	E-App	ED-Express	EDNET	ERM	FMS
Password administration automated	No	No, user contacts security official, who follows SFA procedures	Yes	Manual user/d creation, password reset, disable; User can manage profile, key word, no user password reset	Users can change online; change manually entered to RACF	Yes	No, Policy, Monitoring and IDS by Security Administrator at VDC	EDS LO online web application 6.01	Every user ID has a password associated with it that authenticates a user's identity. The security administrator assigns an initial password. The user is required to change his or her password at initial system login. If the user attempts to log in three consecutive times with an incorrect password, the access to the system is revoked. At that time, the user must call the help desk. The help desk forward a ticket to the system security administrator, who calls the requestor back to have his or her password reset.	Every user ID has a password associated with it that authenticates a user's identity. The security administrator assigns an initial password. The user is required to change his or her password at initial system login. If the user attempts to log in three consecutive times with an incorrect password, the access to the system is revoked. At that time, the user must call the help desk. The help desk forward a ticket to the system security administrator, who calls the requestor back to have his or her password reset.	Yes/No (If user is locked out, SSO must unlock him/her)	to be determined	No, user contacts security official, who follows SFA procedures	No, user contacts security official, who follows SFA procedures	No, user contacts security official, who follows SFA procedures	RACF	RACF	n.a.			No, manual	No
Number of enrolled users	10,000 internal users	Current 85; Future aprox. 4000	27,274,093 including other SFA-PIN sites	20,000 users - FAPs at schools; Gas, FPs	21,346	27,274,093 including other SFA-PIN sites			??	As of August 2002, there will be ~700 enrolled users.	??	Students, Others?	100		4 to 6	3,000	3,000	10,000 institutions (5600 domestic and 4400 foreign)			300+	Current 515, June 2002 expect 10,500; peak at 20,000
3. Session Management																						
Timeout	20 minutes	60 minutes	30 minutes	Timeout if inactive	Web: 30 minute; Mainframe: CICS maintained, 10 minutes	30 minutes	15 minutes set by IIS		IBM: CICS timeout after 30 minutes of inactivity. LAN: Timeout after 30 minutes of inactivity. OpenVMS VAX terminals connected to ON-LINES: Timeout after 20 minutes of inactivity on submenus and 20 minutes of inactivity on main menu, which could be a maximum of 40 minutes of inactivity. OpenVMS VAX terminals connected for Development use : (7) session timeout.	No rules for timeout	??	to be determined	60 minutes	60 minutes	60 minutes	15-30 minutes depending on user group	15-30 minutes depending on user group	No			Lack of activity times out browser user, currently set at 60 minutes	No, configurable
Logout button	Close button	Yes	Yes	Yes		Yes	Yes		Yes	Closing the application logs out the user	Yes	Yes	Yes	Yes	Yes	Other logout mechanisms	Other logout mechanisms	No, Send button refreshes the web data submission page			This is handled by a logout link on the main header page of the web site	Yes
Mechanism for session management	?	Oracle web server	Oracle WAS (Session: DB)	User cache in system	Mainframe: CICS	Oracle WAS (Session: DB)			??	Oracle maintains session	??	to be determined	Oracle web server	Oracle web server	Oracle web server	RACF	RACF	None			IIS	Oracle web server
Concurrent Sessions	No	Yes	No	Yes		No	?		??	Yes, Users may login on to multiple NT Workstations and Global applications with the same User Id.	??	to be determined	Yes	Yes	Yes	No	No	No, lockout once one user from a school has logged in			Yes up to the limit of concurrent licenses available	Yes
4. Access																						
Access limited by time	Yes	7AM-10PM EST	No, 24X7 availability	No		No, 24X7 availability	No		No	No	??	No	7AM-10PM EST	7AM-10PM EST	7AM-10PM EST	No	No	No			Shut down 10 PM to 4 AM CST for backups	BAM-6pm EST, soon 24x7
Access limited by location	Yes, Ednet	No	No	No		No	No		No	Limited to deployed desktops of call centers in Bakersfield, CA and Utica, NY (and development locations)	??	No	No	No	No	No	No	No			No	No
Web or dedicated access		Both	Web and IVR	Web access	Web (Internet and EDNET)	Web and IVR	Web access	Web access only	??	Dedicated	Web	Employees via SFA-to-the-Internet. Call centers by Dedicated	Both	Both	Both	Dedicated access	Dedicated access	Web			Web/HTTPS, SSL	VPN access for certain users
5. Environment Infrastructure																						
		VDC	NCS Pearson - PIN database; VDC - Web Application	VDC, TSYS		VDC; NCS-Pearson		VDC		ACS - Rockville; and VDC	ACS - Rockville; and VDC	VDC	VDC	VDC	VDC	VDC	VDC	VDC			ASP service	VDC
Data Center Location																						
Hardware platform	Compaq Proliant	Intel, HP, Sun	SFA-PIN: HP CPS; MQSeries	HP, Sun, MQSeries	Web: Compaq 1850R; Data: IBM 9672 mainframe	Pell - Compaq 1850R; RFMS IBM mainframe	HP-9000 T600	Alpha 8400s / IBM Mainframe	HP-UX Database server	HP-9000	WinTel (bud, HP-UX Oracle 8.x database	Intel, HP, Sun	Intel, HP, Sun	Intel, HP, Sun	IBM 9276-R35	IBM 3390-3	PEPS/EAPP Compaq	HP			Compaq DL 380	HP V-class and L-class servers
Operating System	NT 4.0	Solaris 2.6, HP UX 11.0, NT4.0, Oracle 8.1.6	SFA-PIN: HP-UX/Unix CPS; OS/390, DB2 5.1	HP-UX, Sun Solaris	Data: OS 390 2.8; Web: MS NT 4.0	SFA-PIN: HP-UX/Unix NSLDS; OS/390 2.8, MS NT 4.0 server, IBM DB2 5.1	Pell - NT 4.0; RFMS - OS/390, MVS	HP-UX 10.20	Open VMS / OS/390 MVS/ESA	HP-UX 11, NT4.0, Win2000	HP-UX	Win2000 (siebel), HP-UX (database)	Solaris 2.6, HP UX 11.0, NT4.0, Oracle 8.1.6	Solaris 2.6, HP UX 11.0, NT4.0, Oracle 8.1.6	Solaris 2.6, HP UX 11.0, NT4.0, Oracle 8.1.6	OS 390	IBM CMOS 88	NT 4.0	HP-UX		Windows NT 4.0 Server optia with plans for future upgrade to Windows 2000 Server	HP-UX 11, Oracle Financials
Application Server	NT 4.0	NT 4.0 SP6a	SFA-PIN: WebSphere	Data/App: IBM CRS 4.1	SFA-PIN: WebSphere IBM CICS	Pell - NT 4.0; RFMS - OS/390; IBM CICS 4.1	Allaire JRun application server; database Informix 7.31		Compaq Application Servers	??	Win2000 (Siebel)	NT 4.0 SP6a	NT 4.0 SP6a	NT 4.0 SP6a	N/A						Optika Accorde 2.2	HP10 and HPL11, Oracle Apps 11.0.3
Web server	IIS 4.0	SFA-PIN: IBM HTTP server CPS; IBM CICS 4.1		IIS 4.0	IBM HTTP server	Pell - NT 4.0IIS, CA/CoolGen 4.1A proxy server	HP-9000 K570, HP-UX 11.0, iPlanet Webserver	15 Compaq Proliant Servers	N/a	??	TBD - Win2000 w/IIS OR iPlanet on Solaris	IIS 4.0	IIS 4.0	IIS 4.0	N/A			Microsoft IIS 5.0			Oracle Web/Application Server ver 3.0.2	
Interfaces																						
External systems utilizing authentication/authorization	No	?		None		IBM RACF 2.2	Pell - RFMS, RACF 2.4		DLSS via processor code	??	Interfaces with NSLDS, DLSS, DLCS, CPS/WAN, eCB	No	No	No				PEPS for Oracle Listener File and Valid School Address			No	No
6. Customer Care																						
Helpdesk	EDCAPS	Modpartner	PIC (NCS Pearson)	Admin by SFA, Tier 1 Support by AFSA-Niagra Falls, Operations TSYS, VDC		PIC (NCS Pearson)	Federal Pell Grant Hotline at 1-800-4PGRANT or 1-800-474-7268	DLOS Web Help Desk	ACS/AFSA (Utica, NY and Bakersfield, CA)	ACS and AFSA's support organization in Rockville, MD, Utica, NY and Bakersfield, CA	DLCS Help Desk	Consistent Answer consolidated help desk	Mod Partner	Mod Partner	Mod Partner	Level 1 - Raytheon, Level 2 CSC	Level 1 - Raytheon, Level 2 CSC	Case Management Team are Tier 1, Tier 2 System Administrator				Mod Partner, CSC
Percentage of calls related to access problems				30,000 expected calls per month; 20%??? for login/access questions					??		??	n.a., - future systems						Volume of calls is low				On average 20%
7. Operations																						

	Grant Administration and Payment System	Datamarts	SFA-PIN	Common Origination and Disbursement	National Student Loan Data System		Common Origination and Disbursement		Direct Loans Servicing System	Direct Loans Servicing System (eServicing)	Direct Loans Consolidations	Consistent Answers	Datamarts			Debt Management and Collection System	Federal Family Education Loan	E-Application To Participate	ED-Express	EDNET	Electronic Records Management	Financial Management System
SFA - Single Sign-on	GAPS	Financial Partners	CPS (Central Processing System) - Students	COD	NSLDS-FAP	NSLDS-Student	Pell/RFMS	DLOS-FAPs	DLSS - Non-Student	eServicing Initiative: Direct Loans Servicing System	DLCS - Non Student	Consistent Answers	Credit Management	Delinquent Loans	CFO	DMCS	FFEL	E-App	ED-Express	EDNET	ERM	FMS
Costs to operate/administer access control processes and operations				??					??									Costs unknown				
Enrollment																						
Helpdesk																						
Administration																						
Development																						
Maintenance																						
Administrative authentication mechanism		MicroStrategy datamart; Oracle DBMS	Username, Password	COD database	RACF	SFA PIN Username, Password on SFA PIN Site	Pell - RFMS, RACF 2.4		Username and password matching	Username and password matching	Username, Password matching	Siebel iPlanet directory	MicroStrategy datamart; Oracle DBMS	MicroStrategy datamart; Oracle DBMS	MicroStrategy datamart; Oracle DBMS	RACF	RACF	PEPS and Oracle Listener File to validate OPEID and TIN			Windows NT domain security	FMS Oracle User repository
3. Legal																						
Transactions provided by system	pProcess grant transactions for the Department of Education	Retrieval mode access to data for performance evaluation, risk assessment, and program compliance		??					??	Business processes related to Borrower Services & Loan Counseling call representatives. Siebel responsibilities are tied to login and previously mentioned user groups (i.e. CSR, Supervisory CSR, etc). Update to Borrower Accounts in the DLSS system.	??		Retrieval mode access to data for performance evaluation, risk assessment, and program compliance	Retrieval mode access to data for performance evaluation, risk assessment, and program compliance	Retrieval mode access to data for performance evaluation, risk assessment, and program compliance	Maintenance of outstanding financial debt includes but not limited to management, billing, and collections.		Information collected through this website is stored in PEPS and is available to OIG, OMB, OSC users given access to PEPS				
Legal actions and liabilities	Not aware of any	?		No					??		??		?	?	?	Yes						
Safeguards to authenticate users	Log-on is logged and monitored	Manual	Provide PIN before submission	No e-sign.		Provide PIN before submission			??	In addition to Key card access to building locations, LAN Ids and Application Ids and passwords authenticate users. Processor code on DLSS is used to account for user action. Processor Code is stored in contact and transaction history for CSR accountability.	??		Manual	Manual	Manual	?						
Use of and protections for Privacy Act, and confidential/sensitive data	Yes	Yes	Yes	No Private Act data. Contains Confidential Data	Privacy Act and Confidential data	Yes	Private and confidential	Private and confidential	Privacy Act and Confidential Data	Privacy Act and Confidential Data	Private and confidential	Privacy data	Yes	Yes	Yes	Yes, Privacy Act and Confidential	Yes, Privacy Act and Confidential	Confidential and Proprietary data			Confidential and Proprietary data	Confidential and Proprietary data
9. Systems Risks (from Department of Educations GSS and MA System Inventory, December 28, 2002)																						
Type			MA		MA	MA	MA	MA	MA	MA	MA	MA					MA			GSS		
Mission Criticality	Critical		Critical		Critical	Critical	Critical	Critical	Critical	Critical	Critical	Critical					Critical			Critical		
Information Sensitivity																						
Confidentiality	M		L		L	L	L	L	L	L	L	L					L			H		
Integrity	H		L		M	M	M	M	L	L	L	L					M			H		
Availability	H		L		M	M	L	L	L	L	L	L					L			H		

			Human Resources Modernization		Information for Financial Aid Professionals		Institutional Assessment Model		Multiple Data Entry System/Central Processing System		Ombudsman System		Postsecondary Educational Participants System		EDPUBS		students.gov		Student Aid Internet Gateway		SFA-PIN					Portals			Virtual Data Center		Future Systems		Single Sign-on																																																															
SFA - Single Sign-on			e799	Guaranteed Agency Financial Report (Forms 2009)	Netsourced Applications: Juncracker Platform, Perform.com, Saba (2.9.X)	Netsourced Applications: Juncracker Platform, Perform.com, Saba (3.0)	IFAP	IAM	MDE/CPIS non-student	OCTS	PEPS			SAIG / TIWVAN	eCB (eCampus-based System)	DLCS (Direct Loan Consolidation System)	DLSS (Direct Loans Servicing System)	FAFSA on the web	FAA Access On-line	Schools Portal	Financial Partners Portal	Students Portal	VDC	DMAS - electronic submittal of audit reports and financial statements																																																																								
Data Collection Status			Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete																																																																							
General			Planned add-on to FMS	Planned add-on to FMS	Perform -- Performance Management Saba -- Learning Management System Single sign-on exists for ASP's on Juncracker platform.	Perform -- Performance Management Saba -- Learning Management System Single sign-on exists for ASP's on Juncracker platform.	General info for FAPs. Services specific to FAPs & other users	Data for compliance for Aid Administration						Former Publication Ordering	Replacement for Title IV WAN. Allows organizations to exchange information electronically with ED-CPS.	Allows users to submit FISAP information, access Campus-Based account data, and view reports.	Direct Loan consolidations	Borrower: Direct Loan Servicing (eServicing)			User ID only used for customizing Portal homepage. Not required.	Under development	Under development	System infrastructure	Single sign-on to SFA business applications by enabled users																																																																							
Contacts																																																																																																
IFT contact			Michele Salvage	Michele Salvage	Mike Bruce	Mike Bruce	Colleen Kennedy	Mike Bruce	Robert Laurence	Sandra Fowler	Pam Etadis	Colleen Kennedy	Neil Sattler	Sandra Fowler Deb Sheets, 319-339-6608 Mark Potter, 319-665-7960 NCS Pearson	Colleen Kennedy	Robert Laurence	Robert Laurence	Robert Laurence	Robert Laurence	Colleen Kennedy	Pam Etadis	Robert Laurence	Ray Thomas/Gary Adams	Neil Sattler																																																																								
Business Process			799 Submissions (planned)	LEAP and SLEEP Loans (planned)			School Case/Aid Eligibility Management							Data exchange for DL/DL delinquency reports, CPS student application info, Pet/RFMS payment and reporting data, FISAP submittal, NSLDS files	Campus-Based Programs					User Portal	User Portal	User Portal		User Access Security																																																																								
Business Owner			Jim Lynch	Jim Lynch	Calvin Thomas 202-377-3011	Calvin Thomas 202-377-3011	Kay Jacks	Kay Jacks	Jennifer Douglas					Kay Jacks 202-377-4286	Kay Jacks 202-377-4286					Jennifer Douglas	Kay Jacks 202-377-4286	John Reeves	Jennifer Douglas	Steve Hawald																																																																								
System Owner			Paul Stonner, (202) 377-3494	Paul Stonner, (202) 377-3494	Calvin Thomas 202-377-3011	Calvin Thomas 202-377-3011	Lloyd Nicholson, (202) 377-4336	John Hill, (202) 377-4377	Jeanne Saunders (202) 377-3246	Debra Wiley, (202) 377-3806				SFA	Milton Thomas (202) 377-3182	Denise Lefeste, (202) 377-3293	Dan Hayward (202) 377-3207	Jeanne Saunders, (202) 377-3246																																																																														
System Manager (SM)			Shirley Singleton, (202) 377-3491	Shirley Singleton, (202) 377-3491	Scott Bone (703) 947-1236	Scott Bone (703) 947-1236	Coleen Kennedy, (202) 377-4119	John Hill, (202) 377-4377	Nancy Reynolds (202) 377-3245 (CPS) Maria Carmona (202) 377-3384 (MDE)	Corwin Jennings 202-377-3291	Rana O'Brian, 202-377-4312	Lynda Fowlck, 202-377-3514	NCS Pearson, Accurant Most Panner Solution Operations	Richard Coppage, (202) 377-3174	Denise Lefeste, (202) 377-3293	Dan Hayward, (202) 377-3207	Jeanne Saunders, (202) 377-3246			Coleen Kennedy, (202) 377-4119	Mary K. Munce 202-377-3202	Keith Wilson, (202) 377-3591																																																																										
System Security officer (SSO)			Ada Ruth McIntyre, (202) 377-3318	Ada Ruth McIntyre, (202) 377-3318	John O. Olumoye 202-377-3534	John O. Olumoye 202-377-3534	Lloyd Nicholson, (202) 377-4336	John Hill, (202) 377-4377	Yvonne Somerville (202) 377-3247	Corwin Jennings 202-377-3291	Nita Washington, 202-708-6566	Lynda Fowlck, 202-377-3514	Tawanda Hampton, 202-377-3575	Milton Thomas (202) 377-3182	Yvette Payne, (202) 377-3295	Schonda Piper, 202-377-3275	Yvonne Somerville (acting), 202-377-3247			Lloyd Nicholson, (202) 377-4336	Yvonne Somerville 202-377-3202	Jim Cunningham, 202-377-3577																																																																										
1. Identification and Authentication																																																																																																
Username			FMS Username	FMS Username	Juncracker Userid	Juncracker Userid	IFAP Username	IAM Username	CPS UserID	OCTS Username	PEPS Username (Citrix Username)	Office of Postsecondary Education ID (OPEID)	None	SAIG Userid (TG number), SSN, DOB, Mother's Maiden Name	SSN, First two letters of last name + Date of Birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last name + Date of birth	SSN + First two letters of last

			Human Resources Modernization		Information for Financial Aid Professionals	Institutional Assessment Model	Multiple Data Entry System/Central Processing System	Ombudsman System	Postsecondary Educational Participants System	EDPUBS	students.gov	Student Aid Internet Gateway	SFA-PIN				Portals			Virtual Data Center	Future Systems	Single Sign-on	
SFA - Single Sign-on	e799	Guaranteed Agency Financial Report (Forms 2000)	Netsourced Applications: Juncracker Platform, Perform.com, Saba (2.9.X)	Netsourced Applications: Juncracker Platform, Perform.com, Saba (3.0)	IFAP	IAM	MDE/CPS non-student	OCTS	PEPS			SAIG / TIWVAN	eCB (eCampus-based System)	DLCS (Direct Loan Consolidation System)	DLSS (Direct Loans Servicing System)	FAFSA on the web	FAA Access On-line	Schools Portal	Financial Partners Portal	Students Portal	VDC	DMAS - electronic submittal of audit reports and financial statements	
Credential data elements	Username (First name Initial + Last name), Password	Username (First name Initial + Last name), Password	Company name, user id, password	Company name, user id, password	Username and Password validated against Oracle table	Username and password	Userid, Password	Username, Password	Username, Password		n.a.	SAIG Userid (TG Number), password: SAIG Userid, SSN, DOB, MMN	PIN, TG, SSN, First 2 characters of last name		Username, PIN (Username consists of SSN, DOB, LN)	Username, PIN (Username consists of SSN, DOB, LN)	Username, PIN (Username consists of SSN, DOB, LN)	First name, last name, email address, user selected password	Username, Password	Username, Password			
Single or multiple logons for one user	Single (Multiple Roles for 1 UserID possible)	Single (Multiple Roles for 1 UserID possible)	Single	Single	One Logon, per registration entry; Self registration except for Administrator	One	Single	Single	Single general; some users may have multiple logins		n.a.	Single	Single	Single	Single	One PIN per user	Single	Multiple	No	No			
Different credentials for user groups	No	No	No	No	2 Groups - Users and Administrators	No	Groups: SFA Staff, Contractor Staff, School Staff	Yes, User Group and System Administrator	No, 3 database roles (Add, Change, View) and multiple application user classes		n.a.	No	No	No	No	Students, Parents only	No	No	N/A	N/A			
Encryption of credentials	Yes, One-way (Hash)	Yes, One-way (Hash)	SHA, LDAP and DB	SHA, LDAP and DB	No		Yes, credentials are stored in an encrypted state. The Security Module 1 is used in conjunction with user authentication for encryption, decryption, hashing, and pin generation. This file has incorporated Version 3.0 of RSA BSAFE Cryptographics libraries and SHA-1 to provide secure encryption, decryption, hashing and pin generation routines.	No	No		n.a.	Yes, one-way	Yes, two-way	Yes, two-way	Yes, two-way	40/56/128-bit encryption; One-way	Yes, two-way	Yes, one-way for password	Yes, One way	Yes, One way			
Comments			Saba/Perform credentials are stored in the Oracle DB (encrypted)	Saba/Perform credentials are stored in the Oracle DB (encrypted)	Initial password emailed; must change at first login attempt; System logs last visited field and number of time logged in	Initial password emailed to users	SFA PIN used for Renewal Applications on the Web. PIN good until deactivated by the user, or systems administrator.				n.a.		3 user groups (Read/Write/Submit)		borrowers are authenticated via VRU during calls			If a temporary password is created that password will expire within a few days. If it is used to login then it will immediately expire and the user is forced to change their password.	If a temporary password is created that password will expire within a few days. If it is used to login then it will immediately expire and the user is forced to change their password.				
2. User Management																							
User Data	Oracle Financials enrollment collection of user data	Oracle Financials enrollment collection of user data	Juncracker provisioning	Juncracker provisioning	IFAP Registration online	Request rotyed to Systems Manager and Administrator to add new user/employee	The System Administrator assigns usernames and collects user data		ED ADP Access Authorization, 1000 users; 800 active ED users; 400 external via Citrix web, Oracle Roles ID/authorize		None	SAIG online agreement & SFA self service PIN web site	SFA self service PIN web site	SFA self service PIN web site	SFA self service PIN web site	SFA self service PIN web site	Web self service; no validation	Automated	Automated				
User data elements	VDC Mid Range: FMS Registration	VDC Mid Range: FMS Registration	No, username entered in UI. Juncracker/Saba username created through external user filling out data gathering form.	No, username entered in UI. Juncracker/Saba username created through external user filling out data gathering form.	FN, LN, E-mail, Institution/ Organization, City, State, FAP Group	Request to System Manager, no specific form	VDC Mid Range		VDC Mid Range; GA, Contractors, SFA employees, and Schools forms on web site		n.a.	SAIF Online/Paper Application form	SFA-PIN	SFA-PIN	SFA-PIN	SFA-PIN	SFA-PIN	FN, LN, email address, password					
Username creation automated	No (Prod support team creates account)	No (Prod support team creates account)	Yes - configurable - Option #1) system generated, Option #2) generic password selected by administrator for all new users	Yes - configurable - Option #1) system generated, Option #2) generic password selected by administrator for all new users	Users - Yes, see above	Manual by System Administrator	The Central Security Administrator in Technical Support assigns user ids.	Usernames created by System Administrator	Manual by administrator		n.a.	Yes	Yes	Yes	Yes	Yes, utilize preexisting items - SSN, DOB, LN	Yes	Yes	User can set initial password and username. Forgotten passwords trigger an email with a temporary password	User can set initial password and username. Forgotten passwords trigger an email with a temporary password			
System generates initial Password	No	No	Yes	Yes	Yes - see above	Yes	System Administrator assigns the initial password	Password created by System Administrator	Created manually		n.a.	Yes	Yes, but changeable	Yes, but changeable	Yes, but changeable	Yes, but changeable	Yes, but changeable	No	No	No			
User is forced to change initial Password	Yes	Yes			Yes - see above	No	Yes	No	User sent Password by email; asked to change but not required to.		n.a.	Yes	No, mailed via USPS or email to recipient	No, mail via USPS to recipient	No, mail via USPS to recipient	No, mail via USPS to recipient	No, mail via USPS to recipient	No	No	No			
User Revocation																							
Average time before removal	Immediately	Immediately	Realtime, as requested by Administrator	Realtime, as requested by Administrator	As requested	No users removed	Whenever an ED employee with access to the CPS no longer requires access to the system, ED notifies NCS Pearson via e-mail to revoke the user's account. Within NCS Pearson, the Human Resources Department has processes in place in the event of a full-time employee's voluntary termination or relocation. Shortly after the final exit interview, an e-mail alert identifying the departing employee and the last date of work is sent to Technical Support and Administrative Services. If the employee termination is involuntary, these departments are called immediately and an e-mail will follow	2 minutes once revoked	2 minutes; Upon request by administrator		n.a.	24 hours	Immediately	Immediately	Immediately	Immediately	Immediately	None removed	Immediately	Immediately			
Manual or automated	Manually	Manually	Manual by system administrator	Manual by system administrator	Manual by DBA	Manual removal	The Security Administrator also has the ability to remove a user from the system manually (i.e., when a compromise is suspected).	Manual by System Administrator	Manual		n.a.	Auto	?	?	?	?	?	Manual	Automated	Automated			
General																							
User groups, where stored	Oracle DB	Oracle DB	Oracle Database and LDAP	Oracle Database and LDAP	Oracle IFAP database	No groups. Users stored in IAM database and IAM Administrator desktop	Users Groups and User Identities are housed in the VDC	Employee file resident within Siebel CRM application	PEPS Oracle DBMS; registration papers stored offline		n.a.	Participation database; EDCconnect on client	PIN DB (Oracle DB housed at VDC) & SAIG System	PIN DB (Oracle DB housed at VDC)	PIN DB (Oracle DB housed at VDC)	Students. Stored on an Oracle database located at NCS-Pearson	PIN DB (Oracle DB housed at VDC)	N/A	No groups	No groups			

				Human Resources Modernization		Information for Financial Aid Professionals	Institutional Assessment Model	Multiple Data Entry System/Central Processing System	Ombudsman System	Postsecondary Educational Participants System	EDPUBS	students.gov	Student Aid Internet Gateway	SFA-PIN				Portals			Virtual Data Center	Future Systems	Single Sign-on		
SFA - Single Sign-on		e799	Guaranteed Agency Financial Report (Forms 2009)	Netsourced Applications: Jamsocracker Platform, Perform.com, Saba (2.9.X)	Netsourced Applications: Jamsocracker Platform, Perform.com, Saba (3.0)	IFAP	IAM	MDE/CPS non-student	OCTS	PEPS			SAIG / TIWVAN	eCB (eCampus-based System)	DLCS (Direct Loan Consolidation System)	DLSS (Direct Loans Servicing System)	FAFSA on the web	FAA Access On-line	Schools Portal	Financial Partners Portal	Students Portal	VDC	DMAS - electronic submittal of audit reports and financial statements		
Password administration automated		No	No	Users change password online; system administrator can reset password	Users change password online; system administrator can reset password	Users can change Password online	Creation yes	Yes, RACF	Manual by System Administrator. Monthly review of password holders to remove invalid users	Manual		n.a.	Partial. Password change completed in Edconnect/Easyaccess software. Reset requires helpdesk support. Online Security Manager (OSM)	Yes	Yes	Yes	Yes	Yes	Self Service on web	Yes, via Web	Yes, via Web				
Number of enrolled users		?	?	12,000 +	12,000 +	5,000	300 SFA Employees in Case Management	As of Feb. 2002, there are 374 enrolled users at NCS Pearson of which, of which, 88 are temporary employees.	77	1000 users; 800 active ED users; 400 external via Citrix web		n.a.	24,000	27,274,093 including other SFA-PIN sites	27,274,093 including other SFA-PIN sites	27,274,093 including other SFA-PIN sites	approx. 5 million	27,274,093 including other SFA-PIN sites	13,197, however many user have multiple registrations	?	?				
3. Session Management																									
Timeout		No, configurable	No, configurable	30 minutes	30 minutes	None	No	After 15 minutes of inactivity on TSO and 30 minutes on CIGS, users will timeout. In the event that a user attempts to log in 3 consecutive times with an incorrect password, the access to the system is automatically revoked.	Yes if no key activity in 10 minutes	None		No	OSM 50 minutes, FTP connection of 2 hours	30 minutes	30 minutes	30 minutes	30 minutes	30 minutes	No	30 minutes of inactivity	30 minutes of inactivity				
Logout button		Yes	Yes	Yes	Yes	Yes	No	Yes	No, auto interrupt from server application via a command link	No		No	EDConnect and EasyAccess disconnect automatically. EDConnect has Cancel button; EasyAccess allow command line cancel	Yes	Yes	Yes	Yes	Yes	Yes	No	No				
Mechanism for session management		Oracle web server	Oracle web server	Closing browser window of session	Closing browser window of session	Session closed by closing browser	None, Stateless	RACF	Siebel application manager 5.6	Direct access none: Citrix web server		n.a.	Portal and OSM applications	Oracle WAS (Session DB)	Oracle WAS (Session DB)	Oracle WAS (Session DB)	Oracle WAS (Session DB)	Oracle WAS (Session DB)	N/A	WAS Oracle session DB/WebSphere/Struts	WAS Oracle session DB/WebSphere/Struts				
Concurrent Sessions		Yes	Yes	Yes	Yes	n.a.	Yes	No	Yes	Yes		n.a.	Yes	No	No	No	No	No	Yes	No	No				
4. Access																									
Access limited by time		8AM-8pm EST, soon 24x7	8AM-8pm EST, soon 24x7	No, Help Desk available 24x7	No, see note to right for exception	No, Help Desk available 8 - 5	24x7	No	No	No		No	No	No, 24x7 availability	No, 24x7 availability	No, 24x7 availability	No, 24x7 availability	No, 24x7 availability	No	No	No				
Access limited by location		No	No	No	No	No	No	No	No	No		No	No	No	No	No	No	No	No	No	No				
Web or dedicated access		VPN access for certain users	VPN access for certain users	Web	Web	Web	Web	There are two methods of logging into CPS for ED and contractor staff – through TSO on the mainframe (access to Management Information System reports) or via the CIGS on the mainframe (Inquire, Process Control system, etc.). Users accessing the CPS through TSO or CIGS are subject to RACF controls. Authorized contractor staff may also use Online SecureManager. School users with CPS accounts authorized to go into their "mailboxes" to browse applicant financial data from the CPS log on and browse via On-line SecureManager on the Internet. The Edconnect32 software provides security for these schools.	Web and Siebel client	Web and Direct		Web	Web to Online Security Manager, Secure FTP to EDConnect and EasyAccess	Web	Web and IVR	Web and IVR	Internet access only, WAS (web application server) Oracle session database	Web and IVR	Web	FPs will use the Internet	Students will use the Internet				
5. Environment																									
Infrastructure		see FMS	see FMS																						
Data Center Location				Jamsocracker		VDC	Oak Ridge National Lab	VDC		Web - VDC; Direct Access - ED Office		VDC		NCS Pearson - PIN database; VDC - Web Application; SAIG System	NCS Pearson - PIN database; VDC - Web Application	NCS Pearson - PIN database; VDC - Web Application	NCS Pearson - PIN database; VDC - Web Application	NCS Pearson - PIN database; VDC - Web Application	VDC						
Hardware platform			Sun Sparc	Sun Sparc	Sun, HP (database), database Oracle 9i, 2 servers are load balanced by network dispatcher	Intel	IBM 9672-R74 Parallel Enterprise Server	Compaq Proliant 1850R	HP: eApp on NT with IIS	IBM, HP		SAIG Portal (mailbox) HP-UX OSM application, Compaq/NT server, Participation Management Mainframe OS390	SFA-PIN: Intel, HP, Sun eCB; E3500 Sun Sparc, HP 9000 V Class Database Server, Compaq DL380 Server	SFA-PIN: HP DLCS: HP	SFA-PIN: HP	HP, Sun	HP	HP 9000 T 600	Sun E3500	HP, ?					
Operating System			Solaris 8	Solaris 8	HP-UX 11.0, Solaris 2.6.1	Linux	MVS/ESA	NT 4.0/Oracle	HP/UX 10.2, MS NT 4.0 server		IBM CM050 161/3360 HP9000	HP-UX V.11 – FTP SERVERMailboxing system NT 4.0 – OSM product OS390 – Used for participant management.	HP-UX 11.0, Sun Solaris 8, MS Windows NT Server 4.0, Oracle 8i 6.1.6	SFA-PIN: HP-UX/Unix DLCS: HP-UX 11.0, Informix 7.31	SFA-PIN: HP-UX/Unix DLSS: Compaq Alpha Open VMS 7.2, Windows 2000 server, NT 4.0, Oracle 7.0, MS SQL server 7.0 & 2000	HP-UX 11.0, Solaris 8, Oracle 8i 6.1.7	HP-UX/Unix	HP/UX 11.0	Solaris 2.6	HP/UX					
Application Server			BEA Weblogic	BEA Weblogic	WebSphere 3.5; Viador Portal/Altair Jun	Cold Fusion	??	Compaq Proliant 1850R	Web Citrix server			n.a.	WebSphere 3.5	SFA-PIN: WebSphere	WebSphere	WebSphere 3.5	WebSphere	Viador Portal	WebSphere	WebSphere					
Web server			Apache	Apache	IBM HTTP server 1.3.6	Apache	??		IIS 4.0			For the Enrollment and FAA Access - NT/IIS V4.0 / For OSM - NT/IIS v4.0.	IBM HTTP Server 1.3.12	SFA-PIN: IBM HTTP server DLCS	IBM HTTP server	IBM HTTP server 1.3.12	IBM HTTP server	IBM HTTP server	IBM HTTP server	IBM HTTP server	IBM HTTP server				
Interfaces																									
External systems utilizing authentication/authorization				Various ASP provider hosting application data	Various ASP provider hosting application data	None	None	Yes: The Student Authentication Network (STAN) project utilizes systems that are on the Internet in a firewall protected De-Militarized Zone (DMZ). Servers located in the DMZ are monitored to ensure that the latest security patches are installed regularly, only required services and protocols are installed, and Internet traffic to the servers is controlled by a firewall.	n.a.	eApp, EDPUBS (school address file)	Receives mailing addresses from PEPS	No	Other systems sharing SAIG authentication are CPS and FISAP/Campus Based	?	?	?	SFA-PIN web site	?	None	N/A	N/A				
6. Customer Care																									
Helpdesk		see FMS	see FMS	Jamsocracker Service Center	Jamsocracker Service Center	Customer Service Call Center (CSCC) in Schools Channel	System manager, ORNL	PIC (NCS Pearson)	ROH Incorporated, VDC Help Desk	Admin by SFA, Operations by CSC		n.a.	CPSWAN Technical Support Customer Service	CB Call Center & NCS Pearson	PIC (NCS Pearson)	PIC (NCS Pearson)	Federal Student Aid Information Center, M-F 8AM -12PM(EST) operated by NCS Pearson CSRs	PIC (NCS Pearson)	SFA Customer Service Call Center 1-800-433-7327; Email at sfa.customer.support@ed.gov	TBD	TBD				
Percentage of calls related to access problems				Less than 1 percent	Less than 1 percent		few	Not available but reasonable estimation would be 20%. Reported problems are forgotten passwords, password accounts locked, RACF revoked IDs.	20%; Loss of server access most common problem	1 to 2 per week		n.a.	5% - FTP disconnects or internal issues with firewalls.				??		N/A	N/A					
7. Operations																									

			Human Resources Modernization		Information for Financial Aid Professionals	Institutional Assessment Model	Multiple Data Entry System/Central Processing System	Ombudsman System	Postsecondary Educational Participants System	EDPUBS	students.gov	Student Aid Internet Gateway	SFA-PIN			Portals			Virtual Data Center	Future Systems	Single Sign-on				
SFA - Single Sign-on			e799	Guaranteed Agency Financial Report (Forms 2000)	Netsourced Applications: Jamcracker Platform, Perform.com, Saba (2.8.7)	Netsourced Applications: Jamcracker Platform, Perform.com, Saba (3.0)	IFAP	IAM	MDE/CPS non-student	OCTS	PEPS	SAIG / TIWVAN	eCB (eCampus-based System)	DLCS (Direct Loan Consolidation System)	DLSS (Direct Loans Servicing System)	FAFSA on the web	FAA Access On-line	Schools Portal	Financial Partners Portal	Students Portal	VDC	DMAS - electronic submittal of audit reports and financial statements			
Costs to operate/administer access control processes and operations					\$200K	\$200K			Not identified	TAM contract with \$199,000 ceiling for all OCTS application and Desk operations	??					??			N/A	N/A					
Enrollment					included	included													N/A	N/A					
Helpdesk					included	included													N/A	N/A					
Administration					included	included													N/A	N/A					
Development					included	included													N/A	N/A					
Maintenance					included	included													N/A	N/A					
Administrative authentication mechanism			FMS Oracle User repository	FMS Oracle User repository	Only sys admin's in Jamcracker's LDAP allowed these rights	Only sys admin's in Jamcracker's LDAP allowed these rights	IFAP Oracle DBMS	IAM database	Username and password matching	IP Address, Username and password client to server match	PEPS Database		Portal and OSM Oracle authentication database		Username, Password	Username, Password	Username, Password	Username, Password	Schools Portal Database	N/A	N/A				
8. Legal																									
Transactions provided by system					Complete audit trail of all actions	Complete audit trail of all actions	No		Data Entry, Inquiry, Editing, Processing, Production of Student Loan Application. User ID, Password Name, Date of Birth, Social Security Number, etc.	User access the Case, Account, and Activity work environments. Users with thin client protocol can also create and attach various work files from non-resident applications to e-mail (Microsoft Outlook 2000) for transport to work locations throughout the US. Any information captured about the client to include demographic data, history comments, resolution attachments, comment fields can be transmitted.	GA can view and update data based on access class and role		FTP Transmissions of student aid data and capabilities to track the transmission. Users are held accountable for abiding by the Privacy Act. They send and receive Title IV aid data with their logon. ISIR data, NSLDS data, Direct Loan data, RFMS data, Campus Based data transmitted.	The types of sensitive information the application/system accesses is limited to the FISAP. Such data has administrative, financial, and grant/contract elements.		Fill Out FAFSA on the Web, Spanish FAFSA on the Web, Renewals FAFSA on the Web, Corrections FAFSA on the Web, Student Access, Federal School Code Search		N/A	N/A	N/A					
Legal actions and liabilities					Yes, contract/SLA	Yes, contract/SLA	No									??		N/A	N/A	N/A					
Safeguards to authenticate users					Yes, identification, authentication and provisioning controls for Jamcracker and each ASP	Yes, identification, authentication and provisioning controls for Jamcracker and each ASP	None. Registration requires FN, LN, Organization, Type, email address	SFA/ED Employee access only; Case Management specific	System Security Application Security Database Security Physical Security Security Clearances Audit Software	No resident information about previous sign-on maintained to permit bypassing of logon requirements.			Auditors have reviewed our participant management system to ensure that users were signed up properly and that they are accessing the correct application system based upon their enrollment. Audit Security - The FTP log can be reviewed for failed login attempts.	PIN & Tgt	Provide PIN before submission	Provide PIN before submission	PIN authentication for access. E-Sign is a separate section after the on-line FAFSA form.	Provide PIN before submission	None	N/A	N/A				
Use of and protections for Privacy Act, and confidential/sensitive data			Confidential and Proprietary data	Confidential and Proprietary data	Yes, contract/SLA	Yes, contract/SLA	No	Confidential	Privacy Act and Confidential data	Privacy and confidential	Confidential/Proprietary data; No Privacy Act data		Yes, Data is considered confidential, proprietary, or sensitive.	No	Yes	Yes	Yes, data is confidential; Data protected by Privacy Act. Data not available to public.	Yes	No	No	No				
9. Systems Risks (from Dept)																									
Type							Important	Supportive		MA Critical	MA Important	MA Critical	Important	Important	GSS Critical	MA Critical	MA Critical				GSS Critical				
Mission Criticality																		Important							
Information Sensitivity																									
Confidentiality					L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L		
Integrity					L	L	L	L	L	L	L	M	L	M	L	L	L	L	L	L	M	M	M		
Availability					L	L	L	L	L	L	L	H	L	M	L	L	L	L	L	M	M	M	M		

4/4/2002

4/4/2002

SYSTEM	SYSTEM OWNER	Students		Schools				Financial Partners					Special Interest			ED/SFA Staff and Constructors					
		Students	Parents		Financial Aid Staff	Bursar	Registrar	President's Office		Lenders & Servicers	Secondary Markets	Guaranty Agencies	Servicing Agency		Congress	Trade Associations		SFA Staff	ED Staff	Higher ED Authorities	Contract/OP Staff
GAPS	ED/CFO																	•	•	•	•
Financial Partners Datamart	Financial Partners								•	•	•	•						•	•	•	•
CPS	Students				•	•	•	•	•	•	•	•						•	•	•	•
COD	Schools	•	•		•	•	•	•										•	•	•	•
NSLDS-FAP	Schools				•	•	•	•										•	•	•	•
NSLDS-Student	Students	•	•																		
CFO Datamart	CFO																	•	•	•	•
FMS	CFO																	•	•	•	•
FMS - e799	CFO								•	•	•	•						•	•	•	•
FMS - GAFR	CFO										•	•						•	•	•	•
EDNET	ED/CIO																	•	•	•	•
EDPUBS	ED/CIO	•	•		•	•	•	•		•	•	•	•					•	•	•	•
Financial Partners Portal	Financial Partners								•	•	•	•									
Consistent Answers	Schools	•	•		•	•	•	•		•	•	•	•					•	•	•	•
DLOS-FAPs	Schools				•	•	•	•										•	•	•	•
E-App	Schools				•	•	•	•										•	•	•	•
eCampus Based	Schools				•	•	•	•										•	•	•	•
ED-Express	Schools				•	•	•	•										•	•	•	•
ERM	Schools				•	•	•	•										•	•	•	•
FAA Access On-line	Schools				•	•	•	•													
IAM	Schools				•	•	•	•													
IFAP	Schools				•	•	•	•										•	•	•	•
OCTS	Schools				•	•	•	•										•	•	•	•
Pell/RFMS	Schools	•	•		•	•	•	•		•	•	•	•					•	•	•	•
PEPS	Schools				•	•	•	•										•	•	•	•
SAIG / TIVWAN	Schools				•	•	•	•		•	•	•	•					•	•	•	•
Schools Portal	Schools				•	•	•	•													
Credit Management Datamart	Students									•	•	•	•					•	•	•	•
Delinquent Loans Datamart	Students									•	•	•	•					•	•	•	•
DLCS - Non Student	Students									•	•	•	•					•	•	•	•
DLCS - Student	Students	•	•															•	•	•	•
DLSS - eServicing	Students	•	•							•	•	•	•					•	•	•	•
DLSS - Non-Student	Students									•	•	•	•					•	•	•	•
DLSS - Student	Students	•	•																		
DMCS	Students									•	•	•	•					•	•	•	•
FAFSA on the web	Students	•	•		•	•	•	•													
FFEL	Students				•	•	•	•										•	•	•	•
MDE/CPS non-student	Students				•	•	•	•		•	•	•	•					•	•	•	•
Students Portal	Students	•	•																		
HR Modernization	CIO				•	•	•	•										•	•	•	•

4/4/2002

CREDENTIAL		Students Students (Pre-, Post-, Attending)	Parents	Schools					Financial Partners					Special Interest			ED/SFA Staff and Constructors				
					Financial Aid Staff	Bursar	Registrar	President's Office		Lenders & Servicers	Secondary Markets	Guaranty Agencies	Servicing Agency		Congress	Trade- Associations		SFA Staff	ED Staff	Higher ED Authorities	Contract/ OP Staff
GAPS Userid	GAPS Password																	●	●	●	●
EDNet user ID	FP Datamart Password									●	●	●	●					●	●	●	●
CPS Userid	CPS Password				●	●	●	●		●	●	●	●					●	●	●	●
COD Login	COD Password	●	●		●	●	●	●										●	●	●	●
NSLDS Userid	NSLDS Password				●	●	●	●										●	●	●	●
SSN + First two	SFA-PIN and TG number				●	●	●	●		●	●	●	●					●	●	●	●
DLCS login ID	DLCS Password									●	●	●	●					●	●	●	●
DLO Login ID	DLOS Password				●	●	●	●		●	●	●	●					●	●	●	●
DLSS Login	DLSS Password	●	●		●	●	●	●		●	●	●	●					●	●	●	●
DLSS Username	DLSS Password	●	●							●	●	●	●					●	●	●	●
DMCS/FF EL	DMCS/FFEL Password									●	●	●	●					●	●	●	●
EDNet user ID	CFO Datamart Password																	●	●	●	●
EDNet user ID	CM Datamart Password									●	●	●	●					●	●	●	●
EDNet user ID	Del Loan Datamart Password									●	●	●	●					●	●	●	●
SSN	SFA PIN	●	●		●	●	●	●		●	●	●	●					●	●	●	●
ERM Username	ERM Password				●	●	●	●										●	●	●	●
FMS Username	FMS Password									●	●	●	●					●	●	●	●
FP Portal Username	FP Portal Password									●	●	●	●								
IAM Username	IAM Password				●	●	●	●													
IFAP Username	IFAP Password				●	●	●	●										●	●	●	●
Jamcrack er Userid	Jamcracker Password				●	●	●	●										●	●	●	●
None	None																				
OCTS Username	OCTS Password				●	●	●	●										●	●	●	●
Office of Postsecon	N.a.	●	●		●	●	●	●		●	●	●	●					●	●	●	●
OPE ID + TIN	None				●	●	●	●										●	●	●	●
Pell ID, TG	RFMS Password	●	●		●	●	●	●		●	●	●	●					●	●	●	●
PEPS Username	PEPS Password				●	●	●	●										●	●	●	●
School Portal Username	School Portal Password				●	●	●	●													
SSN + First two	SFA-PIN	●	●		●	●	●	●		●	●	●	●					●	●	●	●
Student Portal	Student Portal Password	●	●																		